

ILRI Publishing Services: Service Level Agreement

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Revision History

Version No.	Effective date	Approved by and date	Summary of changes	Next scheduled review
1.0	1 July 2022	ILRI IMC Date: 18 June 2021	New procedures	Aug/2022

Related documents

ILRI Policy(ies)	ILRI strategy on research publishing
Global framework	
CGIAR framework/Policy	
ILRI Procedures	ILRI research publishing procedure 7: Editorial and publishing checklist
Other relevant documents	ILRI style guide for editors and writers
Appendix	

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1: Executive Summary

This service level agreement (SLA) is between the ILRI Communication and Knowledge Management (CKM) and any party that requires the services of this unit.

1.1 Context and Purpose

This SLA is being introduced to improve efficiency and effectiveness of publishing processes within ILRI. This will ensure greater clarity on what is expected from both CKM staff and researchers, maintain quality of science outputs and ensure branding, acknowledgements and other collateral are properly applied.

1.2 Scope

The SLA defines expectations on services provided by CKM and the duties and responsibilities of all parties involved (service requester and service provider).

1.3 Primary and other audiences

The primary audience for this document is all ILRI researchers who submit work for publishing to CKM.

1.4 Key changes since last version

This is a new service level agreement.

2: Responsibilities of CKM

- Respond to requests in a timely and efficient manner (see details of response time in Section 6).
- Communicate as accurately as possible on how long it will take to process a product and if there are any fees involved.
- Assign or hire editors or designers based on needs of each product
- Ensure optimum quality of products in all services we provide (see list of services in Section 4).
- Support the curation of knowledge products to promote accessibility and reuse.
- Support you in defining your needs and suggest alternatives on how best to get your product published (formats, publishing series, open access, etc.).
- Ensure that knowledge products meet ILRI and CGIAR quality standards.
- Ensure that products are finished in agreed upon time period.

3. Responsibilities of the service requester

- Make sure your publication is approved by the program leader, and in some cases the deputy director general (DDG), before it comes to the publishing team.
- Provide ample time (at least two weeks) for a product to be published. By filling in your publishing request we can also put you in the pipeline.
- Send us complete information to speed up processing time:

- Author names and affiliations
- Cover photos and photo credits
- All acknowledgements (funders, partners, individuals, etc.)
- Partner logos
- Work with the ILRI style guide, especially for styling citations and reference lists. (ILRI style guide for editors and writers: <https://hdl.handle.net/10568/33429>. Your work needs to be submitted in a clean, well set out format to minimize the time it takes to work on it.
- Be available to work with the publishing team to review changed during editing and provide missing information.
- Sign off final product before it goes to CGSpace.
- Fill out evaluation form so we can improve feedback

Section 4. Services provided by the publishing unit

4.1 Editing

We provide three levels of editing for research publications, journal articles¹, blogs and other types of outputs. The three levels are described below.

Level 1: Proofreading

This involves checking that the document is ready to be published. It includes making sure that all necessary elements are included and in the proper order, the style guide has been followed, there are no spelling or punctuation errors and the document is in the right template (if applicable). This level of editing is requested when the document has already passed through more rigorous editing of Level 2 or 3 and it just needs a final check.

Level 2: Copyediting

The main purpose of this level of editing is to achieve accuracy, clarity and consistency in a document. It checks for spelling and grammar mistakes, adherence to ILRI style guide, correctness of word usage, crosscheck citations and references and other cross-references made in the document (chapters, sections, pages, links, etc.). It does not involve significant rewriting or tailoring text to a specific audience.

Level 3: Substantive editing

This level of editing aims to ensure that the structure, content, language, style and presentation of the document are suitable for its intended purpose and readership. It usually involves rewriting sections, making suggestions on information to include and/or omit and check factual errors. It also includes the type of editing described in Level 1 and Level 2.

4.2 Design and layout

We give formatting, layout and branding services for ILRI knowledge products. We also make new designs of logos, PowerPoint templates, posters, infographics and other visuals.

¹ CKM provides copyediting support. The responsibility to comply with journal requirements lies with the scientist.

5 Service request

The service requester should fill out the publishing request form (found [here](#)) at least two weeks ahead of time. For urgent submissions, fill out the form and express the urgency so that priority can be assigned. Don't forget to send the document via email after you fill out the request form. Any queries contact ilrickmservices@cgiar.org

6 Response time

Once request has been received, you will get a response within 24 hours. The response will communicate estimated processing time, cost (if any), whether additional information is needed, whether the document will be processed in-house or outsourced and other information and/or queries depending on the product type. If the product type does not fit into the template you want it to be published in, alternatives will be provided to you so that agreement can be reached at the outset.

7 Delivery

Turnaround can vary depending on current volume of work and specification of each job. Delivery time will be agreed at the outset and we will inform the customer at the earliest opportunity of any challenges related to delivery and propose solutions.

Below is a table of average processing time, provided there are less than five items in the publishing pipeline at the time of request.

Product type	Processing time
Report (above 30 pages)	20–30 days depending on service requested
Report (below 30 pages)	15–20 days on service requested
Brief (4 or 8 pages)	10–15 days depending on service requested
Manual (above 30 pages)	20–30 days depending on service requested
Manual (below 30 pages)	15–20 days on service requested
Journal articles (above 15 pages)	Highly dependent on submission deadline to the journal
Other publications (above 30 pages)	20–30 days depending on service requested
Brochure/flyer	5–10 days depending on service requested
New design (logo, infographics, ppt, publications)	5–15 days depending on service requested
Poster	5–10 days depending on service requested

8 Cost and pricing

CKM aims to provide a menu of choices for editing, design and layout depending on needs and level of expertise necessary. Below is an estimation of costs².

Bronze. Consultants at this level can produce work that entails minimum to moderate complexity and produce outputs that are of sufficient international standard.

Silver. Consultants at this level are highly specialized and able to tackle more complex projects, require moderate levels of direction and are able to produce outputs that are of high international standard.

Gold. Consultants at this level are able to tackle a broad range of assignments, conceptualize projects from start to finish and able to produce high-quality outputs with little supervision. They are used on high level, important projects that require top standards.

Profile	Bronze	Silver	Gold
Science writer	250–400	400–500	500–700
Media writer	250–400	400–500	500–700
Visual storyteller	250–400	400–500	500–600
Editor	250–400	400–500	500–700
Graphic designer	250–350	350–450	500–700
Photographer	250–350	350–450	450–550
Videographer	300–400	400–500	500–600
Facilitator	300–400	400–500	500–700
Illustrator/visual harvester	250–350	350–450	500–700
Engagement/policy specialist	300–400	400–500	500–700

9 Feedback

Once work is completed, we will ask you for your feedback. Getting your feedback is critical to improve our services.

10 Escalation

If you are dissatisfied, have complaints with the final product or any step in the process that cannot be solved between you and the process manager, please escalate the matter to Michael Victor, head of the communication and knowledge management unit m.victor@cgjar.org

² USD per day.